

IN THE CLAIMS:

The text of all pending claims are set forth below. Cancelled and withdrawn claims are indicated with claim number and status only. The claims as listed below show added text with underlining and deleted text with ~~striketrough~~. The status of each claim is indicated with one of (original), (currently amended), (previously amended), (cancelled), (withdrawn), (new), (previously added), (reinstated - formerly claim #), (previously reinstated), (re-presented - formerly dependent claim #) or, (previously re-presented).

Please AMEND the claims in accordance with the following:

1-8. (CANCELLED).

9. (CURRENTLY AMENDED) A call service system comprising:

at least one client terminal through which a user can make an inquiry, said client terminal being any one of a telephone and a computer which can access homepages or send or receive emails;

at least one operator terminal through which an operator receives the inquiry from the user and answers the inquiry; and

a server connected to said client terminal and said operator terminal,
said client terminal including,

a user interface with which the user can select a type of a communication media to be used when receiving the answer from the operator; and

a transmission unit which transmits the information related to the communication media selected by the user, contents of the inquiry, and information related to the user to said server, and

said server including,

a queue-managing unit which queue-manages inquiries in which the user has either selected a telephone call as the type of communication media or made the inquiry over a telephone in a unified manner; and

a processing unit which successively processes the inquiries in ~~the~~ a queue on said operator terminal, wherein

said queue-managing unit manages a first queue including inquiries submitted by a computer client in which telephone has been selected as the type of communication media and a second queue including the inquiries made over a telephone, and
said processing unit allocates the inquiries in the second queue to said operator terminal, and when there is no entry in the second queue, successively allocates the inquiries in the first queue to said operator terminal.

10. CANCELLED.

11. (CURRENTLY AMENDED) The call service system according to claim-4 9,
wherein

said queue-managing unit manages the inquiries in which the user has either selected a telephone call as the type of communication media or made the inquiry over a telephone in one queue, and

said processing unit successively allocates the inquiries in the queue to said operator terminal in accordance with a predetermined rule.


12. (CURRENTLY AMENDED) The call service system according to claim-4 9,
wherein

said queue managing unit queue-manages a demand for notification received from a plurality of said operator terminals for simultaneously notifying a plurality of users of information items, inquiries in which a telephone call is selected as the type of communication media, and inquiries received over a telephone, ~~in a unified manner.~~

13. (CURRENTLY AMENDED) The call service system according to claim-4 9,
wherein

said user interface comprises a homepage inquiry screen that is provided with at least an input frame for allowing a selection among a retrieval of knowledge data base, an inquiry through an electronic mail and an inquiry through telephone, an input frame used for inputting information related to the user and an input frame in which the contents of an inquiry are input.

14. (CURRENTLY AMENDED) A call service method of receiving an inquiry from a client terminal of a user, giving an answer to the inquiry through at least one operator terminal, said client terminal being any one of a telephone and a computer which can access homepages or send or receive emails, the method comprising the steps of:

 ~~a user~~ selecting a type of communication media to be used when receiving the answer from said operator terminal, the selection being performed on a user interface of said client terminal;

~~said client terminal of the user~~ transmitting information related to the type of communication media selected by the user, the contents of the inquiry and information related to the user, to a server;

~~said server~~ queue-managing the inquiries in which a telephone call has been selected as the type of communication media and the inquiries received in the form of a telephone call ~~in a unified manner~~; and

~~said server~~ providing a control to successively process the inquiries in the queue on said operator terminal;

managing a first queue including inquiries submitted by a computer client in which telephone has been selected as the type of communication media and a second queue including the inquiries made over a telephone; and

allocating the inquiries in the second queue to said operator terminal, and when there is no entry in the second queue, successively allocating the inquiries in the first queue to said operator terminal.

15. (CURRENTLY AMENDED) A volatile or non-volatile computer-readable ~~recording medium~~ storage that stores ~~a computer program which when executed on~~ information allowing a computer to realize a method of receiving an inquiry from a client terminal of a user, giving an answer to the inquiry through at least one operator terminal, said client terminal being any one of a telephone and a computer which can access homepages or send or receive emails, the ~~computer program making the computer realize the steps of~~ method comprising:

displaying a user interface on said client terminal of the user for selecting a type of communication media to be used when receiving the answer from said operator terminal;

~~said client terminal of the user~~ transmitting from said client terminal information related to

the type of communication media selected by the user, the contents of the inquiry, and information related to the user to a server;

~~said server~~ queue-managing the inquiries in which a telephone call has been selected as the type of communication media and the inquiries received in the form of a telephone call ~~in a unified manner~~; and

~~said server~~ providing a control to successively process the ~~inquires~~ inquiries in the ~~a~~ queue on said operator terminal, where telephone-made inquiries are generally allocated to the queue and where computer-made inquiries that request a telephone answer are allocated to the queue based on whether the queue is empty.

16. (CURRENTLY AMENDED) A computer program product which when executed on a computer realizes a method of receiving an inquiry from a client terminal of a user, giving an answer to the inquiry through at least one operator terminal, said client terminal being any one of a telephone and a computer which can access homepages or send or receive emails, the ~~computer program making the computer realize the steps of~~ method comprising:

displaying a user interface on said client terminal of the user for selecting a type of communication media to be used when receiving the answer from said operator terminal;


~~said client terminal of the user~~ transmitting information related to the type of communication media selected by the user from said client terminal, the contents of the inquiry, and information related to the user to a server;

~~said server~~ queue-managing the inquiries in which a telephone call has been selected as the type of communication media and the inquiries received in the form of a telephone call ~~in a unified manner~~; and

~~said server~~ providing a control to successively process the ~~inquires~~ inquiries in the ~~a~~ queue on said operator terminal, where telephone-made inquiries and non-telephone-made inquiries that require a telephone answer are both allocated to the queue, and where the telephone-made inquiries are allocated with higher priority.

17. (NEW) A system according to claim 9, further comprising allocating the inquiries in the second queue to said operator terminal when there is no entry in the second queue for a predetermined time counted by a timer, and where the first queue further comprises a waiting

matrix for its inquiries.

 18. (NEW) A method according to claim 14, further comprising allocating the inquiries in the second queue to said operator terminal when there is no entry in the second queue for a predetermined time counted by a timer, and where the first queue further comprises a waiting matrix for its inquiries.
